

Work Orders Open More than 30 Days Codes & Regulations



KPI Owner: Darrell Coomer

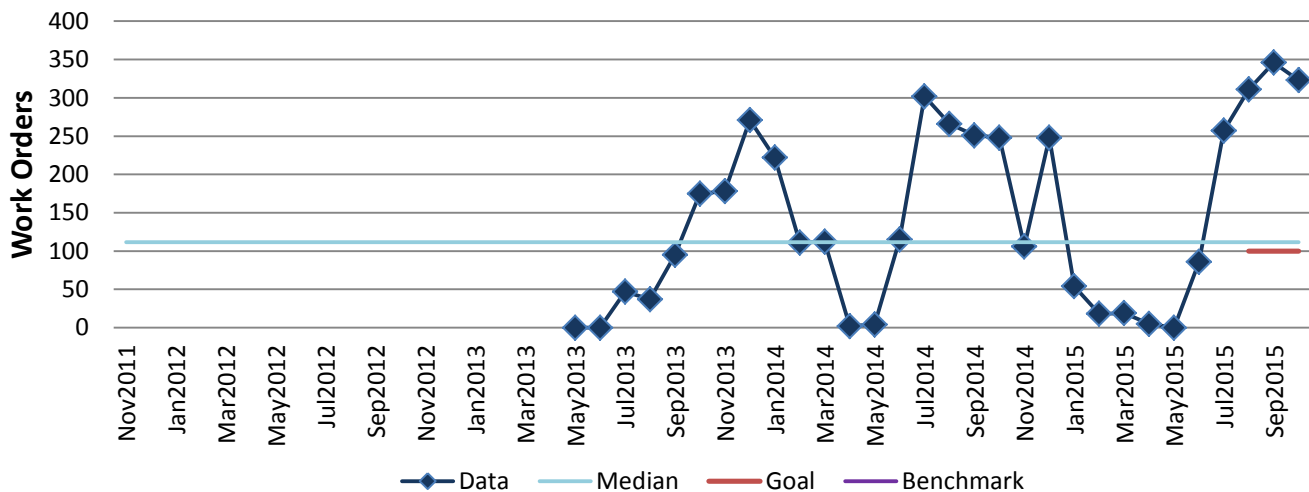
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: 108 Cases per month open more than 30 days</p> <p>Goal: Do not exceed more than 100 work orders open more than 30 days in any month in CY 16.</p> <p>Benchmark: 0 open more than 30 days</p>	<p>Data Source: Hansen</p> <p>Goal Source: Department Leadership Team</p> <p>Benchmark Source: C&R Best Performance</p>	<p>Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions</p> <p>Measurement Method: The number of work orders open for more than 30 days</p> <p>Why Measure: Helps to quantify efficiency of response for vacant lots.</p> <p>Next Improvement Step: Develop improved scheduling process.</p>

How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Average		Oct2015 Goal	Oct2015 Actual	
100	148		100	323	
Work Orders	Work Orders		Work Orders	Work Orders	

Work Orders Open More than 30 Days



Root cause analysis is not necessary because there is no gap between the goal and current performance.